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Judith A. Riley, J.D.



5909 Northwest Expressway, Suite 101  
Oklahoma City, OK 73132

May 20, 2009

VIA EXPRESS MAIL

Public Service Commission of  
South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210  
(803) 896-5125

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PUBLIC SERVICE  
COMMISSION

RE: Service Quality Report – 1st Quarter 2009  
EveryCall Communications LLC

Attached please find the 1st Quarter 2009 Service Quality Report for the above named telecommunications provider.

If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 25, or by email at [amckay@telecompliance.net](mailto:amckay@telecompliance.net)

Sincerely,

Alicia G. McKay  
Regulatory Agent

Enclosure

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME EveryCall Communications, Inc.

QUARTER / YEAR 1st / 2009

Month:	JAN	FEB	MAR
Number of Customer Access Lines	<u>923</u>	<u>889</u>	<u>825</u>
Trouble Reports / Access Line (%)	<u>2%</u>	<u>1%</u>	<u>2%</u>
Customer Out of Service Clearing Times (%)	<u>85%</u>	<u>87%</u>	<u>86%</u>
New Installs Completed w/in 5 Days (%)	<u>96%</u>	<u>95%</u>	<u>97%</u>
Commitments Fulfilled (%)	<u>94%</u>	<u>97%</u>	<u>97%</u>

Comments / Explanations: \_\_\_\_\_  
\_\_\_\_\_

Person Making Report / Contact Information: Jon Seger  
225-252-3332, seger@everycall.com

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DIVISION